ABSTRACT OF THE DISCLOSURE

The present invention provides a method and system for automatically providing

5   infrastructure maintenance for a customer in response to a customer form/report/ticket in a

communications network that includes a core communications (voice and data communications)

service and an Access Provider service. Typically, the system includes a Work-Flow Manager

and a maintenance program scheduler. The Work-Flow Manager is arranged to trigger, for

each customer form/report/ticket, each automatic software program/engine of a plurality of

10   automatic software programs/engines in response to an associated milestone event for the

customer form/report/ticket. The maintenance program scheduler is coupled to the Work-Flow

Manager and is used for invoking at least one predetermined maintenance software program

based upon predetermined criteria being met by the form/report/ticket. The method includes the

steps of: generating a ticket/customer repair request regarding a problem; diagnosing the

15   problem; testing to determine whether the problem has been fixed; generating clearance and

analysis codes; notifying the customer that the system has repaired the problem; and closing out

the ticket/repair request upon successful repair of the problem.